RM
Education ™

Support
Newsletter

Issue Sixteen

Included in this issue...

RM
Education

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Support Newsletter

Issue sixteen

Welcome to issue 16 of the support newsletter. Please do feed back suggestions for content you'd like to see us cover in future editions – email us at supportnewsletter@rm.com. Please note you may be the only person within your establishment to receive this newsletter so please pass on to your colleagues.

Support hot topics/CC4 updates

Some recent CC4 updates include:

CC4 update/DWN	Description	More information
CC4UPD195 **DWN5305389**	An update to RM Desktop Agent to help with shortcut delivery.	Essential if you are moving to Windows 10.
CC4UPD196 **DWN5399341**	Important CC4 update to fix issues with the proxy bypass list on CC4 computers.	Released on demand.
CC4UPD199 **DWN5542727**	Update to clean up the WSUS database for multi-site networks	All multi-site customers should apply this as part of their regular update cycle.
CC4UPD200 **DWN5589660**	This update disables the RMMC 'Log user off' option for servers (as currently this can log off all users on that server).	CC4 Anywhere or CC4 Access customers are encouraged to install this update. This is currently in field trial. Fixes the issue described in TEC5516499.
CC4DRV111 **DWN5549892**	Windows 7 and 10 support for: HP ProBook 450 G3 i3 HP ProBook 450 G3 i5	
CC4DRV112 **DWN5540116**	Windows 7 and 10 support for: Lenovo ThinkStation P410	
CC4DRV113 **DWN5587087**	Windows 7 and 10 support for: HP ProBook 450 G3 Pentium	
CC4 One Drive Mapper V2 has been released	This version allows customers who have different usernames in the CC4 AD/O365 to map a drive letter to OneDrive.	Available in the My Account area for eligible customers. Note: If you are moving more user data to OneDrive, as part of this we recommend that you review your agreed O365 retention strategies and agree with your SMT.
CC4 W10 v1607	The anniversary build update for CC4 W10 computers.	Should release ready for the Easter break. Eligible customers will find this in the download area of their My Account on rm.com.

All released updates can be found in **TEC1255704** (along with the latest status for those in field trial or released 'on demand' at the time of writing. If you wish to install any in this category, the information is in this TEC). For the full list of CC4 Assured hardware, see **TEC1299560**.

RMVP 6.6

Has now released - this is ready for CC4 on 2016 server

The issue described in TEC5427134 has also been fixed (Websites using Adobe Flash Player content fail to load in Google Chrome). This allows customers with RMVP 6.1 to 6.5 to upgrade to the latest SEP version (14.0 MP1).

Eligible customers will find this in their My Account area on rm.com.

Trend Micro

We will shortly be replacing Symantec Endpoint Protection as our anti-virus offering with Trend Micro's security solutions. Trend Micro's solutions will help protect schools against ransomware, malware, viruses and new variants as they come about.

Trend Micro on premise will be the same price as RMVP (£3.21 per device). However, we recommend that schools adopt the cloud option (£4.32 per device). For enhanced Office 365 and/or G Mail security, schools can also purchase Cloud App Security (£3.51 per device). Trend Micro were recently rated as highest among leaders in the 2017 Gartner Magic Quadrant for Endpoint Protection Platforms. The following will be available from May:

Trend Micro on premise	Trend Micro cloud version - Recommended	Cloud app security
• Provides complete user protection including anti-virus, anti-spam, web security and data security for PCs, Macs, servers and mobile devices • Endpoint protection on all devices against ransomware, malware, viruses, Trojans, worms and new variants as they come about • Mail security – anti-spam filter that can be used with any on premise mail server	• Cloud based security, hosted and maintained by Trend Micro • Combines all the features in the on premise product with the added benefit of Office 365 mail and Gmail security, and a cloud hosted management console	• Enhanced security of Office 365 and G Suite by leveraging sandbox malware analysis for ransomware and other threats • Uncovers ransomware and other malware and blocks URLs leading to malware. Detects attacks already in progress. Threat intelligence helps guard against the next attack

Please get in touch with your account manager who will be able to answer any questions you might have. More details will be following in the coming weeks.

Connect On Prem (CC4 on Server 2016)

Over Easter we will be continuing to roll-out Connect On Prem (COP) to customers as part of our adoption strategy and will be fully ready for release in the summer.

If you missed the spring seminars, then do check out the slides that Gail Fletcher put together describing how we are working with Windows Server 2016 – the new, Cloud-ready, OS for both CC4 and vanilla customers.

COP will be available on a subscription licence only. You will no longer need to buy additional server licences when a new server is added to the network, nor will you need to purchases CALs for new computers; all you have to keep track of is your annual full-time employee count (FTE).

With a COP subscription, you will be eligible to move to the latest server OS whenever you like and have access to any new CC4 releases such as Windows 10 builds and One Drive mapping tools.

Some recent, relevant articles

Article reference	Description	More information
TEC5604062	RM Inform - troubleshooting registration and installation.	
TEC5605055	Suspended scheduled tasks prior to core upgrade will not start after resuming on a Community Connect 4 network.	
TEC3639523	How to set up fine grained password policies on Community Connect 4 networks running Microsoft Windows Server 2008 or 2012.	We've added links to the process for 2012R2 networks.
TEC5578333	How to manage RM Cloud Backup - D2C.	
TEC5578381	How to restore data via RM Cloud Backup - D2C.	
NWS5448877	CC4 Windows 10 strategy.	Provides an update on CC4 W10 releases and how we are working to the CBB model (Current Branch for Business).
TEC5573761	How to update the Protection Agent for RM Cloud Backup - D2D2C.	
TEC5593058	Core upgrade of CC4 Access server may fail due to policy setting.	
TEC5307153	Pop-up message "Do you trust this printer" or "Connect to printer" displayed when you log on to the CC4 computer.	
TEC4987985	Operating system support for the RM Recommends product range.	A handy reference to show which OS is supported on each of the released RM recommends range of devices.

Also, do visit the CC4 portal on the RM Support website for the latest editor's choice and technical articles.

Supported technologies that have moved to the end of support

We would like to draw your attention to a number of technologies due to go into end of support or extended support.

Technology theme	Software version	End of RM Support	End of Extended RM Support
Microsoft Exchange 2007 Standard Edition	SP1	11/04/17	11/04/17
Ranger	Ranger 7.4.1 Ranger 7.4.3 Ranger 8 Ranger Print Manager Ranger Portico	31/12/16 31/12/16 31/12/16 31/12/16 31/12/16	31/12/16 31/12/16 31/12/16 31/12/16 31/12/16
RM Tutor	Version 5 Version 6	01/01/17 01/01/17	
Veritas Backup Exec	Veritas Backup Exec 2010 Veritas Backup Exec 2012	01/09/14 02/12/16	01/02/17 05/05/17

RM Unify

Automatically create Google Classrooms and Office 365 groups from your MIS

If you are an establishment with RM Unify MIS Sync enabled, it is now possible to sync your teaching groups, year groups and registration groups from your MIS to Google Classrooms and Office 365.

Each evening RM Unify checks rosters against MIS records and makes necessary adjustments in cases where students have been added to or removed from groups. This automatic process can be completed manually at any time through the RM Unify management console.

Find out more

Coming soon...
Automatic CC4 AD provisioning

Using your MIS as a data source, RM Unify will create, update and delete users in your CC4 AD. We will shortly be releasing this into field trial and release in time for summer.

Please get in touch with your account manager to find out more or email rmunify@rm.com

RM Cloud – Cloud pack for going Google or Office 365

We have experience in implementing cloud services for both individual schools and multi-academy trusts, so we can work with you to establish your vision and strategy for technology and develop a plan for your adoption of the cloud.

To support you we have two varieties of cloud packs - one for Going Google and the other for Office 365. Both cloud platforms allow you to take advantage of the cost and time savings of the cloud while having a demonstrable impact in the classroom.

Find out more on www.rm.com/cloud

Networks webinar series

We are developing a series of regular webinars for you on a range of different subjects. The first of which are below. Sign up, register your interest or suggest topics you would like to see covered – email networks@rm.com

Cloud Backup – D2D2C and D2C	Office 365 – Moving Office to the Cloud
Thursday 20th April - 4:00 - 5:00 pm	Thursday 6th April - 4:00 - 5:00 pm
	Thursday 27th April - 4:00 - 5:00 pm

RM Seminars

This year marks the 25th anniversary of the RM Seminars and we enjoyed celebrating this milestone with so many of you.

We covered a wide range of technical, educational and online safety topics – from the Future of a school network, Windows Server 2016, Network infections and protection, Managing Chromebooks with the G Suite Admin Dashboard to the Gamification of learning and more.

If you would like to catch up on one of the sessions that you did not choose, or if you could not make it to one of the RM Seminars, the presentation slides are available at: www.rm.com/seminars

RM Support

We continue to develop and increase the range of supported technologies offered within the Network Support contract to ensure we provide exceptional support to you and your school.

Technologies entering support
Microsoft Azure
Microsoft Server 2016
RM Cloud Backup – D2C
RM Connect MDM
Trend Micro

RM Support roadmap

- Proposed enhancement to supported technologies: Wired Infrastructure Support:
  Remote telephone based support for troubleshooting, and advice on changes with your wired infrastructure (e.g.) switches. In addition we will capture a detailed network map and a backup of your configuration to ensure we provide excellent support in the event of an issue.

- Office 365 and Google enhanced tenancy support:
  This proposed service takes the support of a Google or Office 365 tenancy to the next level by providing ongoing enhanced management and maintenance of it for you and the school. This should save you time and enable you to use our specialists for administrative changes.

We welcome any comments and suggestions you may have on current, planned or future developments.
Please email Chris Burgess on chris.burgess@rm.com with your thoughts.

RM Community

It's good to see so many of you are using the community to help each other and to communicate with us.

We're really keen to increase its usage so if you haven't used it before then why not give it a go?

Once registered, it's easy to access, just go to community.rm.com and log in with your RM Unify username and password. If you haven't registered, then please see **NWS4094307** to find out how you can join in.

Meet the team

**Barry Macpherson
Support Engineer**

Belshill, Scotland

Barry has worked in IT for over 8 years. Previously he worked for Oki Europe in their printer manufacturing business, where he moved from working on the packing lines to European wide support for centralised services and sited IT infrastructure. He joined RM in 2014 as part of the Network Support team in Bellshill and specialises in CC4 and Windows support and recently become an Apple specialist.

He is really impressed with RM's understanding of customer needs and how well understood the specific priorities for the educational market are. With periodic installations duties he enjoys getting his hands dirty again with physical kit. Plus, the face to face, contact with customers is great as it helps to build relationships and connections with customers.

As with any IT support staff his spare time is usually spent assisting family and friends with their own computer/technology problems! Or spending time with his son tinkering with and repairing the regular crash damage on his remote-control collection; boats, planes, buggies and trucks, you name it, he can break it!

Look out for the next issue!

Email any suggestions to
supportnewsletter@rm.com